# Workload of Medical Record Service in Pandemic Covid-19

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*Abstract*—**The workload of hospital staff, especially registration officers at RSUI YAKSSI Gemolong Sragen, in 2020 has decreased and increased along with the decline and increase in the number of patients during the COVID-19 pandemic. The calculation of the need for the number of registration officers uses the health workload analysis method (ABK Health). The aim of this study was to analyze the workload of registration officers and calculate the need for the number of registration officers using the health workload analysis method (ABK Health). This research is a descriptive study with cross sectional approach. Research subjects were manajer of the medical record, manajer of the registration room, and the registration officer. While the object of research is the registration officer workload in RSUI YAKSSI Gemolong Sragen. The research instruments were observation and interview guidelines. Data processing by collecting, editing, tabulating and presenting data. Analysis data is descriptively. The steps of the ABK Health method include determining health service facilities and types of human resources, determining available work time, determining workload components and work norms, calculating workload standards, calculating standards of supporting activities, then calculating the human resource needs for health per health service institutions or facilities. Based on the calculation of the need for registration officers at RSUI YAKSSI in 2020 a number of 6, and currently there are 6 registration officers at RSUI YAKSSI so that is sufficient. The need for registration officers at RSUI YAKSSI in 2020 is 6, and currently there are 6 registration officers at YAKSSI Hospital so that is sufficient. The number of registration officers is sufficient, however, it is necessary to improve the quality of registration officers with further education for registration officers with high school education qualifications to diploma 3 educational qualifications of medical records and health information.**

*Keywords—health human resources, registration officers, ABK-Kes*

## I. INTRODUCTION

An important element in conducting hospital workforce planning is to ana`lyze the needs of its workforce. One indicator to determine the need for labor in health care institutions is based on work load. The workload for health workers is defined as the number of types of work that must be completed by a health worker in one year in a health care organization. Meanwhile, workload analysis is defined as an activity / effort to calculate the workload in a work unit by adding up all workloads and then dividing it by the individual work capacity per unit of time (Kementrian Kesehatan, 2004). The purpose of carrying out a workload analysis is to identify the health workers needed, both in quality and quantity, compared to the responsibilities that must be carried out.

Health Workload Analysis Method (ABK health). This method is a refinement of the WISN method. The ABK Health method is a method of calculating the need for health human resources based on the workload carried out by each type of health human resource at each health facility in accordance with its main duties and functions. This method can be used to calculate all types of health human resources. The steps of the ABK Health method include determining the health facilities and types of health human resources, determining available work time, determining workload components and work norms, calculating workload standards, calculating the standard of supporting activities then calculating the health human resource needs per institution or health care facility.

## II. METHOD

This research is a descriptive study with cross sectional approach. Research subjects were manager of the medical record, manager of the registration room, and the registration officer. While the object of research is the registration officer workload in RSUI YAKSSI Gemolong Sragen. The research instruments were observation and interview guidelines. Data processing by collecting, editing, tabulating and presenting data. Analysis data is descriptively.

## III. RESULT

A. Calculation of Labor Requirements for Registration Officers at RSUI Yakssi Gemolong 2020. The steps in calculating the need for labor in the registration section using the ABK Health method at RSUI Yakssi Gemolong are as follows:

1. Determine the health facilities and types of health human resources at RSUI Yakssi Gemolong

Table 1 Personnel Category Based on Healthcare Facilities and Types of Human Resources at RSUI Yakssi Gemolong

| Type of Health Service Facility | Category of Health Human Resources | Number of Officers |
|---|---|---|
| RSUI Yakssi Gemolong | D3 Medical Records | 3 |
| | Senior High School | 3 |
| Total | | 6 |

Based on table 1, it shows that there are 6 registration officers at RSUI Yakssi Gemolong with 3 D3 Medical Records graduates and 3 others are high school graduates.

2. Determining the working time available in the Registration section of RSUI Yakssi Gemolong

Table 2 Available working time at RSUI Yakssi Gemolong

| Num | Code | Component | Information | Formula | Total | Unit |
|---|---|---|---|---|---|---|
| 1 | A | Working Days | 6 working days / week | 52(mg) | 312 | day/year |
| 2 | B | Officer's Leave | yearly | | 12 | day/year |
| 3 | C | Public holidays and Leave Together | yearly | | 25 | day/year |
| 4 | D | Working Time (within 1 week) | 6 working days / week | | 42 | hour/week |
| 5 | E | Training | | | 5 | ± day/year |
| 6 | F | Absent | | | 12 | ± day/year |
| 7 | G | Effective Working Hours (JKE) | 6 working days / week | 75% x 42 hours | 31.500 | hour/week |
| 8 | WK | Working Time (within 1 day) | 6 working days / week | E/6 | 5.250 | hour/day |
| 9 | WKT | Working Time Available (day) | | E1 -(E2+E3) | 275 | day/year |
| | | Working Time Available (hour) | | (E1 -(E2+E3)) x E6 | 1443750 | hour/year |
| | | Available Working Time (WKT), rounded (in hours) | | | 1443 | hour/year |
| | | Available Working Time (WKT), rounded (in minutes) | | | 86580 | minute/year |

Based on table 2, it can be seen that the amount of available working time at RSUI Yakssi Gemolong is 1443 per hour in one year and is converted into 84,000 per minute in one year.

3. Determine workload components and time norms in the registration section at RSUI Yakssi Gemolong Based on the main tasks and the registration section and the resulting time norms, the following results were obtained:

Table 3 Workload components and time norms for the registration section at RSUI Yakssi Gemolong

| Num | Type of Task | Workload Components (activity) | Norm Time | Unit |
|---|---|---|---|---|
| 1 | Main duties of new outpatient and emergency registration | Enroll new patients | 5 | Minute |
| | | Prepare outpatient and KIB documents | 2 | Minute |
| | | Send documents to destination poly | 3 | Minute |
| | | Write in the outpatient register book | 1 | Minute |
| 2 | Registration Duty Outpatient and bad Old Emergency | Register old patients | 3 | Minute |
| | | Looking for outpatient documents | 2 | Minute |
| | | Send documents to destination poly | 3 | Minute |
| | | Write in the outpatient register book | 1 | Minute |
| 3 | Main tasks Registration Inpatient | Prepare hospitalization documents and barcodes | 5 | Minute |
| | | Conduct general consent | 10 | Minute |
| | | Deliver hospitalization documents to emergency unit | 2 | Minute |

4. Calculating the standard workload in the registration section at RSUI Yakssi Gemolong Based on the data obtained, the workload standard in the registration section of RSUI Yakssi Gemolong can be calculated as follows:

Table 4 The workload standard for the registration section at RSUI Yakssi Gemolong

| Num | Type of Task | Workload Components (activity) | Norm Time | Unit | WKT (minute) | SBK (Norm Time/ WKT) |
|---|---|---|---|---|---|---|
| 1 | Main duties of new outpatient and emergency registration | Enroll new patients | 5 | Menit | 84000 | 16800 |
| | | Prepare outpatient and KIB documents | 2 | Menit | 84000 | 42000 |
| | | Send documents to destination poly | 3 | Menit | 84000 | 28000 |
| | | Write in the outpatient register book | 1 | Menit | 84000 | 84000 |
| 2 | Registration Duty Outpatient and bad Old Emergency | Register old patients | 3 | Menit | 84000 | 28000 |
| | | Looking for outpatient documents | 2 | Menit | 84000 | 42000 |
| | | Send documents to destination poly | 3 | Menit | 84000 | 28000 |
| | | Write in the outpatient register book | 1 | Menit | 84000 | 84000 |
| 3 | Main tasks Registration Inpatient | Prepare hospitalization documents and barcodes | 5 | Menit | 84000 | 68800 |
| | | Conduct general consent | 10 | Menit | 84000 | 8400 |
| | | Deliver hospitalization documents to emergency unit | 2 | Menit | 84000 | 42000 |

5. Calculating the standard of supporting activities and supporting task factors in the registration section of RSUI Yakssi Gemolong Based on the data obtained, the standard of supporting activities (STP) and supporting task factors (FTP) can be calculated in the registration section at RSUI Yakssi Gemolong as follows:

Table 5 Standard of supporting activities and factors of supporting duties in the registration section of RSUI Yakssi Gemolong

| Types of Tasks | Activities | Frequency | Average Time | Activity Time (minutes / year) | WKT | FTP % |
|---|---|---|---|---|---|---|
| Supporting Tasks | Training / Seminar | 1x yearly | 4 Hours | 240 Minute/Year | 84000 | 0.285% |
| Supporting Task Factor (FTP) in % | | | | | | 0.28% |
| Supporting Duty Standards (STP) = ((1/(1-FTP/100)) | | | | | | 1,002 |

Based on table 5, it can be seen the standard number of activities support (STP) with a total of 1,003 and a supporting task factor (FTP) with a total of 0.28% in the registration section at RSUI Yakssi Gemolong

6. Calculating labor requirements based on workload in the Registration section of RSUI Yakssi Gemolong Based on the data obtained, the need for labor at RSUI Yakssi Gemolong based on the workload in the registration section can be calculated as follows:

Table 6 Labor requirements are based on the workload of the registration section at RSUI Yakssi Gemolong

| Num | Type of Task | Workload Components (activity) | Achievements in 1 year | SBK | Health Human Resource Needs Section Registration |
|---|---|---|---|---|---|
| 1 | Main duties of new outpatient and emergency registration | Enroll new patients | 8794 | 8400 | 1.0 |
| | | Prepare outpatient and KIB documents | 8794 | 16800 | 0.5 |
| | | Send documents to destination poly | 8794 | 16800 | 0.5 |
| | | Write in the outpatient register book | 8794 | 16800 | 0.5 |
| 2 | Registration Duty Outpatient and bad Old Emergency | Register old patients | 9092 | 8400 | 1.1 |
| | | Looking for outpatient documents | 9092 | 16800 | 0.5 |
| | | Send documents to destination poly | 9092 | 16800 | 0.5 |
| | | Write in the outpatient register book | 9092 | 16800 | 0.5 |
| 3 | Main tasks Registration Inpatient | Prepare hospitalization documents and barcodes | 1573 | 8400 | 0.2 |
| | | Conduct general consent | 1573 | 8400 | 0.2 |
| | | Deliver hospitalization documents to emergency unit | 1573 | 16800 | 0.1 |
| JKT (Total Needs of Personnel) in the registration section | | | | | 5.60 |
| Total health human resource needs in the registration section = JKTxSTP | | | | | 5.61 |
| Rounding | | | | | 6 |

Based on the data in table 6, it can be seen that the number of workers needed at RSUI Yakssi Gemolong based on the workload in the registration section is 6.

## IV. CONCLUSION

Based on research that has been done, the researchers draw the following conclusions, the need for labor in the registration section at RSUI Yakssi is classified as a class in 2020 using the ABK Health method is 6 officers. The number of existing officers is 6 people, so there is no need for additional officers and it is in accordance with the calculations of the Health ABK. Job descriptions at the RSUI Yakssi Gemolong registration unit are in accordance with the job description and standard operating procedures for patient registration

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